

Subscriber Acknowledgement Report – 10/25/05

WC Docket No. 05-196

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As of October 25th, 2005, PūrDigital Media, Inc. has achieved 68% compliance from its residential subscriber base of 176 individual homes passed within the metro-Atlanta area. The commercial subscriber base has achieved 94% compliance as of October 25th, 2005.

PūrDigital Media, Inc. has attempted to collect Subscriber Acknowledgement compliance by employing the following methods:

On July 8, 2005, a project was initiated to collect retroactive E911 compliance for all VoIP commercial and residential subscribers that initiated service prior to this date, per E911 and VoIP Client Alert.

The week of July 22, 2005, PūrDigital Media began drafting a formal letter to all VoIP subscribers containing official notification of E911 features and limitations.

On July 26, 2005, PūrDigital Media launched www.purdigital.net/911 to provide a webform to capture compliance from all residential and commercial VoIP subscribers who had not been exposed to E911 verbiage. This webform was referenced in the aforementioned letter drafted to all non-compliant subscribers.

On July 27, 2005, the first compliance was documented via traffic to the www.purdigital.net/911 webform.

On August 1st, PūrDigital documented the receipt of **45 of 176** webform submissions from residential VoIP subscriber accounts. During this week, the first USPS mailing was completed and sent to non-compliant residential VoIP subscribers identified as initiating service prior to July 8, 2005. An identical mailing was distributed via e-mail to these subscribers. An e-mail was also sent to all non-compliant commercial accounts.

Beginning August 3, 2005, PūrDigital Media Customer Care began to print work orders manually so that all outgoing work orders would contain language regarding E911 features and limitations.

*On August 17, 2005, PūrDigital Media rolled out a custom 2-ply carbon VoIP Acknowledgement Form to be signed by subscribers at the time of all VoIP installations going forward. As of this date, **75 of 176** needed webform submissions from residential VoIP subscriber accounts initiated prior to this date were documented.*

The week of August 22, 2005, Customer Care called each subscriber not yet cleared from the non-compliant list to request their compliance via the E911 webform.

On August 31, 2005, the E911 deadline was extended to 9/28/05 by FCC. This same day, PūrDigital Media documented that **96 of 176** Subscriber Acknowledgement signatures had been received via the E911 webform.

On September 5, 2005, Customer Care revisited the list of non-compliant VoIP subscribers and began to call them to remind them to submit their compliance via the on-line webform.

On September 22, 2005, a second e-mail was sent to non-compliant VoIP subscribers. The contents of this e-mail were identical to the original Subscriber Acknowledgement USPS and e-mail correspondence.

The weeks of October 10 and October 17, 2005, Customer Care completed follow-up calls to each subscriber not yet cleared from non-compliant list.

As of October 25, 2005, **120 of 176** residential VoIP subscribers have successfully complied by providing a signature for the Subscriber Acknowledgement Requirement.

Despite best efforts, there are still residential subscribers who require additional coaxing to provide their electronic signature to the Subscriber Acknowledgement webform.

Upon issuance of an extension by the FCC, PūrDigital will attempt a final contact with the remaining 32% of residential subscribers and remaining 6% of commercial subscribers that have not yet complied by providing their Subscriber Acknowledgement via the on-line webform.

As of August 17th, 2005, all new residential and commercial VoIP installations performed by PūrDigital Media representatives require onsite signature by the subscriber acknowledging the features and limitations of VoIP service provided by PūrDigital. This policy is in full effect and hard copies of the executed agreement are stored in a separate filing system.